

**WHAT IS CLAIMED IS:**

1. A method of maintaining a website, the method comprising:
  - providing electronic help on a website;
  - collecting usage data from the electronic help; and
  - 5 providing at least one report, said report being indicative of the usage data.
2. The method of maintaining a website of Claim 1, further comprising modifying the website based on said report.
  - 10 3. The method of maintaining a website of Claim 1, wherein said report is generated automatically upon receipt of usage data.
  - 15 4. The method of maintaining a website of Claim 1, wherein said usage data includes a user browser type.
  5. The method of maintaining a website of Claim 1, wherein said usage data includes a user address.
  - 20 6. The method of maintaining a website of Claim 1, wherein said usage data includes a requested help topic.
  - 25 7. A system for website help, comprising:
    - a tracking module adapted to track and log movements of a user in a help environment;
    - a recording module adapted to record information pertaining to the user and to the movements; and
    - a reporting module adapted to report usage of the help environment.
  - 30 8. The system for website help of Claim 7, wherein said recording module is further adapted to record a user browser type.
  9. The system for website help of Claim 7, wherein said recording module is further adapted to record a user address.

10. The system for website help of Claim 7, wherein said recording module is further adapted to record a requested help topic.